



## JOB DESCRIPTION

**JOB TITLE:** Office Manager

**EMPLOYER:** ReBUILD Metro, Inc.

**DEPARTMENT:** Property Management

**REPORTS TO:** Property Manager

**EFFECTIVE DATE:** 2/5/24

**MISSION:** The mission of ReBUILD Metro is to restore the history and prosperity of neighborhoods by rebuilding homes and fostering enduring community relationships. We work to ensure that everyone in the communities we serve has a decent and affordable home in a stable and safe environment.

**SUMMARY:** The Office Manager at ReBUILD Metro, Inc. serves as contact for clients, callers, and visitors to organization, as well as coordinating and implementing office operations processes and activities.

### **DUTIES AND RESPONSIBILITIES:**

- Assist with auditing existing office processes for gaps and while providing recommendations for improvement and greater efficiencies.
- Manages office security system and security system for properties in portfolio.
- Answers, screens, and directs calls on multi-line phone system in a courteous and professional manner; takes messages and/or forwards telephone calls to appropriate employee, or voice mail.
- Meets and greets all visitors; determines their needs and directs them to the appropriate employee/locations.
- Opens and routes incoming mail and prepares and forwards outgoing mail and packages.
- Responds to visitors, clients, and employee inquiries in a courteous and professional manner.
- Compose routine correspondence, create and updates spreadsheets as required.
- Manage the cell phone, copier, phone system, and other office service vendor accounts.
- Maintain corporate calendar including conference room reservations.
- Coordinate office events and programs, including meetings, training sessions, and office celebrations.
- Assist with human resources coordination, such as employee engagement, compliance reminders for performance management, and employee onboarding and offboarding processes.
- Collaborate with the Operations Manager to establish and enforce office policies and procedures.
- Organizes and maintains file system, files correspondence and other records.
- Orders and maintains office supplies/inventory.



- Demonstrates a high level of professionalism in dealing with confidential and sensitive issues.
- Performs other related duties as assigned by management including floating administrative support to all departments, under the guidance and oversight of the Operations Manager.

### **QUALIFICATIONS:**

- Associate degree, two to four years related experience, or equivalent combination of education and experience.
- Excellent verbal and written communication skills. Proficient on Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Outlook); Presentation software (PowerPoint)
- Ability to understand and follow written and verbal instructions.
- Strong interpersonal and organizational skills; able to manage priorities.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Ability to perform diversified clerical functions.

### **COMPETENCIES:**

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment- free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Occasionally required to stand
- Occasionally required to walk
- Continually required to sit
- Continually required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl

- Frequently required to talk or hear
- Occasionally exposure to outside weather conditions
- Occasionally exposure to extreme heat or cold (non-weather)
- While performing duties of this job, noise level in the work environment is usually moderate
- Occasionally required to lift/push/carry items less than 25 pounds
- This role routinely uses standard office equipment such as computers, calculator, telephones, photocopiers, filing cabinets and fax machine.

**SALARY & BENEFITS:**

ReBuild Metro provides a comprehensive benefits package including Medical, Dental, Vision, Life Insurance, 401(k) with company match, eleven (11) paid holidays and Paid Time Off (PTO).

**HOW TO APPLY:**

Submit resume and cover letter to: [recruitment@rebuildmetro.com](mailto:recruitment@rebuildmetro.com)